



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

Di200 - ALL ACTIVE SOLUTIONS

October 2006

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Solution ID TAUS0635002EN00**Solution Usage** 4**Description**

Paper is exiting the copier with a curl or wrinkle.

Solution**PROBABLE CAUSES:**

1. Incorrect fuser temperature.

Adjust the fuser temperature as shown in bulletin 3890 . If the fuser temperature cannot be adjusted, please replace PWB-A, as referred to in the bulletin.

2. Incorrect tension on the paper.

Try removing the right and left lower exit rollers from the lower exit roller shaft, leaving the two center rollers intact. This will change the tension on the paper in many cases and reduce the curl/wrinkling.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html\]](http://www.adobe.com/products/acrobat/readstep2.html) URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0631170EN00**Solution Usage** 1**Description**

PROBLEM: Paper take-up jams from all paper sources.

Solution**PROBABLE CAUSES:**

1. Faulty M2.

2. Faulty PWB-A.

To determine the cause, perform the following:

Check if M2 is driving, if not check PJ5A pin 1 for a change from logic high to logic low. If no change is detected, replace PWB-A. If a change is present replace the motor.

Solution ID TAUS0642991EN00**Solution Usage** 1**Description**

Is envelope printing supported?

Solution

Envelope printing is not supported.

Solution ID TAUS0628868EN00**Solution Usage** 0**Description**

Where to get the PageScope Address Book utility.

Solution

The PageScope Address Book utility can be downloaded from the [\[\[Konica Minolta PageScope web site| URL https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS\]\]](http://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS).

Solution ID TAUS0628889EN00**Solution Usage** 0**Description**

PageScope Address Book utility User Manual.

Solution

PageScope Address Book utility User Manual .

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html\]](http://www.adobe.com/products/acrobat/readstep2.html) URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0628911EN00**Solution Usage** 0**Description**

PageScope Address Book utility information.

Solution

Konica Minolta Bulletin Number 4658

[[Managing the Address Book| URL <http://konicaminolta.jp/pagescope/us/products/products/psabu/index.html>]] or the [[Konica FTP site| URL <ftp://kbtldigital:kx15@ftp.konicabt.com>]]

[[Importing and Exporting Address Book Information| URL <http://konicaminolta.jp/pagescope/us/products/products/psabu/function.html>]]

Note: To view PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0630835EN00**Solution Usage** 0**Description**

How to print Copy Track data.

Solution

Press Utility, touch Copy Track, Copy Track Data. Make sure paper is loaded in the 1st drawer lengthwise and press start. Please refer to Chapter 5, Section 6, pages 5-24 to 5-29 of the Operator's Manual.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

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Solution ID TAUS0631164EN00**Solution Usage** 0**Description**

The print button flashes after a memory clear is performed.

Solution

CAUSE: Memory clear is incomplete.

SOLUTION: After a memory clear is performed, the machine must be powered OFF/ON to complete the process.

Solution ID TAUS0631173EN00**Solution Usage** 0**Description**

The image on copies of odd size originals is cut-off when fed through the AFR17.

Solution

CAUSE: Incorrect setting.

SOLUTION: Enter tech rep mode, select IR erasure, and set the width to 0mm.

Solution ID TAUS0631179EN00**Solution Usage** 0**Description**

C1038 code.

Solution

CAUSE: Poor connection of the main connector between PWB-A and the MFB2 board.

SOLUTION: Check and secure the connection of the main connector between PWB-A and the MFB2 board.

Solution ID TAUS0631185EN00**Solution Usage** 0**Description**

The hard disk drive bracket wont fit in the Pi3502.

Solution

The hard disk drive kit for the Pi3500(kit part number 4179-461) will not fit in the Pi3502. You must use part number 4623-411).

Solution ID TAUS0631187EN00**Solution Usage** 0**Description**

Will the Pi3502 work in a Macintosh environment?

Solution

The Pi3502 will work in a Macintosh environment only with the Postscript option installed.

Solution ID TAUS0631193EN00**Solution Usage** 0**Description**

Is there a kit to convert these models to fax functionality?

Solution

There is no way to add the fax options to these machines, as there are specific fax versions of these machines.

Solution ID TAUS0631196EN00**Solution Usage** 0**Description**

How to enter the maintenance mode.

Solution

To enter the maintenance mode, press Stop- 0-0-Stop-0-2.

Solution ID TAUS0631202EN00**Solution Usage** 0**Description**

Paper exits the machine wrinkled and/or excessively curled.

Solution

CAUSE:
The fuser and transport sections are not properly aligned. If the machine is not level, the angle between the fuser unit and vertical transport section will increase, putting pressure on the paper.

SOLUTION:

Verify that the machine is level.

Solution ID TAUS0631207EN00**Solution Usage** 0**Description**

How to troubleshoot C500 code when the fuser rollers have melted together, and the thermal fuse and thermostat have both failed.

Solution

Perform the following:

1. Verify that the thermistor is working properly.
2. Check the continuity between the two thermistor leads to verify that there is continuity between the two wires going to the thermistor. Only a few ohms of resistance should be present.
3. Check PJ5A pins 6 and 7 for continuity. The resistance value displayed on your multi meter should be the same as that received on the first check. If not,

check for faulty wiring.

4. If the thermistor ohms out properly, replace the PWB-A.

Solution ID TAUS0631213EN00**Solution Usage** 0**Description**

Machine shows "abort" when trying to copy or at power on.

Solution

Verify the routing of the fiber optic cables. If the radius of the cable where it curves is too tight, the light will refract causing a corrupt signal. The machine will then try to reset, as it sees this as a malfunction.

Other possible causes are listed in the Field Service Manual on pages T-61 through T-63 .

Note:

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[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0631219EN00**Solution Usage** 0**Description**

Can the same memory be used for the Di250, Di250f, Di350, and Di350f?

Solution

SOLUTION: The memory from these models can be used in the Di200, Di200f, Di251, Di251f, Di351, and Di351f.

Solution ID TAUS0631232EN00**Solution Usage** 0**Description**

How to enter the service mode.

Solution

Perform the following:

1. Press the utility key.
2. Press the meter count key.
3. Press Stop, 0, 0, Stop, 0, 1 in that order.

Note: See the switches section of the Field Service Manual for further information.

Solution ID TAUS0631370EN00**Solution Usage** 0**Description**

Is the machine flash upgradeable?

Solution

The machine is not flash upgradeable. Its firmware must be upgraded by changing the ROM board.

Solution ID TAUS0632045EN00**Solution Usage** 0**Description**

Bracket required for installation of a plug-in key counter.

Solution

Key Counter Bracket item number 4179-181.

Note: See Marketing Bulletin 01-MB-13 for details.

Solution ID TAUS0633676EN00**Solution Usage** 0**Description**

AFR17, originals of an irregular size are cut off when run through the feeder.

Solution

CAUSE: The IR erasure width setting is too high, causing the machine to erase part of the original image.

SOLUTION: Set the IR erasure width setting to 0mm. This is accomplished by entering the tech rep mode and selecting tech rep choice. Select IR erasure width, clear the value using the clear key of the control panel and enter 0. Press enter to lock in the setting.

Refer to Bulletin 3352 for additional information.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>] URL

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Solution ID TAUS0633814EN00**Solution Usage** 0**Description**

PROBLEM: While using the AF-9 document feeder the copies exit the machine skewed.

Solution

CAUSE: Due to a difference in pressure of the turnover rollers, some types of paper will skew when being taken up.

SOLUTION: A new turnover roller has been made available to prevent skewing from occurring. Please see bulletin 3568 for further information.

Solution ID TAUS0633843EN00**Solution Usage** 0**Description**

C-13F0 codes are repeatedly displayed.

Solution

PROBABLE CAUSES:

1. Poor connection. Verify that the ribbon cable from the print head to PWB-A is secure in its connector at PJ8 on PWB-A.
2. Incorrect settings. Verify that the FD and CD adjustments of the printer are not set too high, as the SOS sensor will not be able to sense the scan start position.
3. Incorrect operation of the print head. Verify that the polygon motor is starting (you should hear a high pitch) and replace the printhead, if necessary.
4. Failure of PWB-A. Replace the board.

Solution ID TAUS0633859EN00**Solution Usage** 0**Description**

The option for Network settings does not appear on copier interface panel.

Solution

CAUSE: Updated firmware and system software is required.

SOLUTION: Please make sure the latest firmware on the copier and system software are installed.

Solution ID TAUS0634013EN00**Solution Usage** 0**Description**

Requirements for criss-cross sorting.

Solution

Criss cross sorting is possible only when all the following conditions are met:

- The machine is loaded with paper of the same size and type in two different directions.
- Mixed Original Detection is set to off.

- Special paper is not set for either of the paper cassettes holding the letter-size paper.
- None of the Staple, Hole Punch, Page Insertion, Cover, or Image Repeat functions are set.

Please see page 3-20 of the Operator's Manual for details.

Note:

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
 [[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0634036EN00

Solution Usage 0

Description

AF-9 entrance guide plate damage, preventing the entrance cover from locking in place.

Solution

SOLUTION: A modification kit 4015-1063-01 has been made available to correct and prevent damage to the entrance guide plate. Please see Bulletin 3673 for further details.

Solution ID TAUS0634653EN00

Solution Usage 0

Description

The AFR-17 is multifeeding originals.

Solution

CAUSE:
 Incorrect position of pre-separator pads.

SOLUTION:
 Raise the pre-separator pads .5 mm to 1 mm (maximum) towards the paper path.

Solution ID TAUS0634702EN00

Solution Usage 0

Description

How to disable the configuration page from printing out on startup.

Solution

Follow the procedures outlined in Bulletin 3333 to download, install and execute the "Conf_chng.exe" utility. The configuration sheet will no longer print out automatically at startup.

- Notes:
1. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
 [[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]
 2. Click on the blue-highlighted links within the PDF(s) to view additional details.
 3. To open the ZIP file(s), WinZip* must be installed. WinZip can be downloaded from the [[WinZip website| URL <http://www.winzip.com/ddchomea.htm>]]. The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

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Solution ID TAUS0634708EN00

Solution Usage 0

Description

After installing a coin vendor or auditing device, why will the machine will not allow duplexing.

Solution

Duplexing can be enabled by entering the security mode and setting vendor mode to "off."

Solution ID TAUS0634759EN00

Solution Usage 0

Description

Part number for the fiber optics cable from the CCD to the MFB2.

Solution

Fiber optics cable (p/n 4015-1062-01).

Solution ID TAUS0634777EN00

Solution Usage 0

Description

"Please Add Toner" is displayed even though the toner bottle is full. The ATDC circuits have been checked and the main and sub hopper motors are good.

Solution

CAUSE: Inside the sub hopper, the magnet (P/N 9326-2900-06) may be catching on the inside of the hopper, preventing proper actuation of the Sub Hopper Toner Empty switch.

SOLUTION: Make sure that the actuator can move freely up and down when no toner is in the sub hopper.

Solution ID TAUS0635572EN00

Solution Usage 0

Description

Item numbers for Parts or Service Manuals.

Solution

Please refer to this publications list .

Note:

To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[<http://www.adobe.com/products/acrobat/readstep2.html>]| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0636122EN00

Solution Usage 0

Description

The AF-9 indicates an original document jam intermittently. Sometimes the document will exit and sometimes it is partially exited. Resetting the jam sometimes requires repeated opening and closing of the feeder.

Solution

CAUSE: There is tape used to hold the wiring harness in the feeder section. The end of the tape can come loose over time, brushing against the original size detection sensor causing it to deactivate sluggishly or not at all.

SOLUTION: Remove the loose end of the tape from the sensor area and re-tape the harness to protect it from wear.

Solution ID TAUS0636925EN00

Solution Usage 0

Description

Can a coin-op box and copy track be used together?

Solution

No, a coin box and copy track are not compatible with each other. The use of a coin op device will interfere with copytrack. Only one system of security can be used at a time.

Solution ID TAUS0637123EN00

Solution Usage 0

Description

Is a controller needed when printing locally or using an external print server?

Solution

When printing locally (parallel) or using an external print server, a controller is necessary for the machine to print. Please refer to the price list for the correct controller. The machine will not print by just connecting the parallel cable or print server to the Centronics port on the machine.

Solution ID TAUS0637389EN00**Solution Usage** 0**Description**

Part number for the original size detection sensor kit.

Solution

The part number for the original size detection sensor kit is 4011-0903-01.

The individual sensors are also available. Please refer to bulletin 3535 .

Solution ID TAUS0638689EN00**Solution Usage** 0**Description**

How to print from a Token Ring environment.

Solution

In order to print from a Token ring environment the end user needs to purchase an Axis* (Token Ring) print server device 640 or an HP Jet Direct* (Token Ring) print server device. These devices would attach to the parallel connection of the Pi3502 controller and would allow the Di200 with a Pi3502 controller installed to print in a Token ring environment.

Solution ID TAUS0640278EN00**Solution Usage** 0**Description**

Parts Manual Update - Fuse Change - Fusing Section B.

Solution

See Bulletin Number 5000 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

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Solution ID TAUS0641283EN00**Solution Usage** 0**Description**

Thermostat replacement precautions for all models using Faston Terminals.

Solution

CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

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Solution ID TAUS0642225EN00**Solution Usage** 0**Description**

Information for parts number (frame).

Solution

See KOM050390 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

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Solution ID TAUS0643269EN00**Solution Usage** 0**Description**

The AFR17 is not operating (no power).

Solution

CAUSE: The take-up motor (M2) and PWB-A are damaged causing the document feeder not to operate.

SOLUTION: PWB-A has been modified to prevent the brake current from overloading IC12 and damaging take-up motor (M2) and PWB-A. Replace the take-up motor (p/n 4490-6101-01) and PWB-A (p/n 4490-0102-02). Please refer to bulletin 3895.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

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Solution ID TAUS0643571EN00**Solution Usage** 0**Description**

Password for PageScope Light.

Solution

The password for PageScope Light is 'sysadm'.

Solution ID TAUS0643953EN00**Solution Usage** 0**Description**

C0650.

Solution

CAUSE: Exposure lamp end terminals cracking or shorting to the scanner frame.

SOLUTION: Check the outer terminal of the exposure lamp for cracking, or burn marks indicating shorting to the scanner frame. Replace the exposure lamp if any of these symptoms exist.

Solution ID TAUS0644140EN00**Solution Usage** 0**Description**

An "Invalid Destination Name" message in PageScope Light when scanning to E-mail. This may also be displayed as "Invalid Distination Name".

Solution

CAUSE: Incorrect E-mail or SMTP address.

SOLUTION: Please verify that the destination E-mail address has been entered in the correct format; check that the SMTP address is correct and that a reply address has been entered. The reply address cannot be blank. Also review the steps in bulletin 3453.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

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Solution ID TAUS0644257EN00**Solution Usage** 0**Description**

Information for parts number, Fusing Section.

Solution

See KOM050540 for details.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

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Solution ID TAUS0644767EN00

Solution Usage 0

Description

After installing a Pi3502 the copier displays C-1806.

Solution

CAUSE: Poor interface connection, defective interface board.

SOLUTION: Please check the interface cable and the interface board. Please refer to the items shown in Bulletin 3530. If no problem is found, please re-initialize the controller.

Solution ID TAUS0644872EN00

Solution Usage 0

Description

C-18xx error (including C-1820, C-1821, C-1830, C-1831, C-1870, C-1871, or C-1882).

Solution

CAUSE: Communication error.

SOLUTION: Use switch S1, bit 3 to reset the controller. Please refer to page M-8 of the Pi3502 Service Manual for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html\]](http://www.adobe.com/products/acrobat/readstep2.html) URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0644911EN00

Solution Usage 0

Description

After processing about 50 copies with a new imaging unit, the copies develop a dark gray background with blotches.

Solution

CAUSE: Incorrect toner installed in the machine.

SOLUTION: The sub-hopper must be completely cleaned of all developer, otherwise the new imaging unit will become contaminated. Once the sub-hopper is cleaned, replace the imaging unit and toner bottle with a fresh one. Be sure to dispose of the existing toner bottle.

Solution ID TAUS0645018EN00

Solution Usage 0

Description

"Replace IU" message is displayed. Can a used imaging unit be used?

Solution

SOLUTION: A new imaging unit must be used to replace the existing one. A used imaging unit already has the reset fuse opened and cannot signal itself as new.

NOTE: Attempting to reset the imaging unit will result in damage to electrical circuit boards.

Solution ID TAUS0645660EN00

Solution Usage 0

Description

Why, when Pi3502 E-mail is sent through Novell* GroupWise*, does the Novell Network* client experience hex code errors?

Solution

This problem can occur under the following conditions:

1. Novell Server 5.x or higher
2. Novell GroupWise 5.5 or higher
3. Novell Gateway Internet Agent (GWIA)

4. Novell GroupWise client application

To send any E-mail via the Internet with the Pi3502, have the SMTP protocol service configured on the Mail Server. For details, please refer to bulletin 3583

Upgraded firmware for the Pi3502 has been released to correct corrupted E-mail files using GroupWise. Please refer to bulletin 3386A for details.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0645668EN00

Solution Usage 0

Description

Why, when Pi5501 E-mail is sent though Novell* GroupWise*, does the Novell Netware* client experience hex code errors?

Solution

This problem can occur under the following conditions:

1. Novell Server 5.x or higher
2. Novell GroupWise 5.5 or higher
3. Novell Gateway Internet Agent (GWIA)
4. Novell GroupWise client application

To send any E-mail via the Internet with the Pi3502, have the SMTP protocol service configured on the Mail Server. For details, please refer to bulletin 3583

Refer to [[bulletin 4485|URL <http://techweb.konicabt.com/tpm/media/4485.pdf>]] for additional information concerning Pi5501 firmware.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0645742EN00

Solution Usage 0

Description

An error will be displayed on the browser when trying to open Pagescope Light for the first time after the NIC has been setup in a DHCP environment.

Solution

CAUSE: Incorrect controller firmware version.

SOLUTION: Please upgrade the firmware on the PCL smart media card to version 2.05a. Refer to bulletin Bulletin 3386a . Detailed instructions are available in Bulletin 3965 .

Solution ID TAUS0645852EN00

Solution Usage 0

Description

PageScope Light does not come up for the Pi3502 on a network that was running DHCP.

Solution

CAUSE: System software patch required.

SOLUTION: Please refer to service bulletin 3333 which describes a patch for the Pi3502 correcting a "bug" in the system software affecting controllers in a DHCP environment. Try setting the controller to a static TCP/IP* address.

Notes:

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The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

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Solution ID TAUS0646068EN00

Solution Usage 0

Description

When printing custom sizes with the Pi3502, there is no problem printing from the multi-purpose tray, but when trying to print the same size out of the PF-118, the job jumps back to the multipurpose tray.

Solution

SOLUTION: The multi-purpose tray is designed to handle custom sizes as well as heavy paper, therefore, when the unit is set for custom sizes, it will always switch to the multi-purpose drawer.

Solution ID TAUS0646099EN00

Solution Usage 0

Description

When using the scan to FTP function, an error is indicated and the file is never received.

Solution

SOLUTION: Verify the FTP port number. It must be set to 21 in order to receive files.

Solution ID TAUS0646265EN00

Solution Usage 0

Description

Is AS/400* printing supported?

Solution

AS/400 support is available for digital copiers/printers that are connected to controllers which have PCL* emulation. Refer to the the Copier Bulletin # 01-MB-27 for answers to the most common questions about AS/400 printing. The P4Server brochure and specification sheet provide additional information.

Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: <http://www.adobe.com/products/acrobat/readstep2.html> URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

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Solution ID TAUS0646659EN00

Solution Usage 0

Description

Can I scan to the Di200 without a Pi3502 installed?

Solution

The Pi3502 must be installed to perform any scanning functions.

Solution ID TAUS0646786EN00

Solution Usage 0

Description

Does Konica Minolta provide support for Equitrac* products?

Solution

For Equitrac technical support information please visit <http://www.metrics.com/Support/> URL <http://www.metrics.com/Support/>]] or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at support@metrics.com

Note: Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

*[[Trademark ownership information| FILE V:\\TEXT\\TRADEMRK.TXT NEW]]

Solution ID TAUS0646959EN00

Solution Usage 0

Description

Following a Novell* NDPS or iPrint installation, the Windows* print driver is configured with default settings ONLY on the client workstation.

Solution

CAUSE: Novell NDPS or iPrint drivers are migrated from the Novell server to clients in a non-configured format. This is because the driver is not actually installed on the Novell server. In the Novell environment, the server simply holds, and then pushes the non-configured driver files to the client. In a Windows server environment, the Windows driver is installed on the server and can be configured prior to roll out to the clients.

SOLUTION: It is possible to roll-out configured drivers from in a Novell environment. Novell's ZenWorks* allows the Novell administrator to create a snapshot

of a client workstation before and after the driver is installed and configured. This snapshot can then be migrated to the user's workstations resulting in a configured driver installation.

Using ZenWorks to migrate a configured driver will vary based on Netware version, ZenWorks version, NDPS version and Windows client version. Therefore step by step instructions to perform this operation are not available. The Novell administrator at the location would be responsible for implementing this procedure.

[[Third party print driver configuration applications| URL <http://www.printerpropertiespro.com>]] for Novell are also available. Please consult the vendor(s) for implementing these solutions.

* Trademark ownership information

Solution ID TAUS0647979EN00

Solution Usage 0

Description

Can the separate scan function be used when performing scan to FTP or scan to E-mail?

Solution

The separate scan function can only be used in the copy mode. It will not work with scan to FTP or scan to E-mail.

Solution ID TAUS0648140EN00

Solution Usage 0

Description

How to Build a System for the Di200 (product configurator).

Solution

[[How to Build a System for the Di200|URL http://techweb.konicabt.com/tpm/media/di200_251_351_information.pdf]].

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>| URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0653503EN00

Solution Usage 0

Description

Can the soft counter (electronic counter) be re-programmed?

Solution

The soft counters cannot be programmed. Once they are cleared they cannot be changed.

Solution ID TAUS0654589EN00

Solution Usage 0

Description

Can the separate scan function be used while scanning to SMB, FTP or E-mail?

Solution

The separate scan function only works for originals scanned to copy. It will not work with the scanner function of the machine.

Solution ID TAUS0655990EN00

Solution Usage 0

Description

Why does pagination change when printing any document using the Konica Minolta print driver?

Solution

Explaining pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use

different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.

This scenario will occur across the board for printer manufacturers. A Lexmark* is different from an Epson* which is different than an HP*, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript*. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not). The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.

It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

* Trademark ownership information

Solution ID TAUS0655991EN03

Solution Usage

Description

Why does pagination change when printing any document using the Konica Minolta print driver?

Solution

Pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.

There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.

This scenario will occur across the board for printer manufacturers. A Lexmark is different from an Epson which is different than an HP, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica Minoltadriver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).

The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.

It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

Solution ID TAUS0656577EN02

Solution Usage

Description

Unable to install 32-bitdrivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

Solution

The 32-bit driver files are not recognized when attempting to load on a 64-bit system, therefore, the files must be pulled from a 32-bit system in order to add additional driver support on a 64-bit server:

1. After installing the 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driveron one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64-bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation

5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0656768EN01

Solution Usage

Description

What Konica Minolta print drivers will come bundled with Windows Vista?

Solution

The following list of drivers were included in a recent Vista release candidate and should be representative of what is included in the final retail product. These include a large number of legacy Konica, Minolta and Konica Minolta drivers. Unless otherwise noted, the majority of the drivers are Postscript

Konica

7020/IP-421
7022/IP-422
7022/IP-423
7025/IP-421
7030/IP-421
7033/IP-402
7033/IP-411
7035/IP-421
7040/IP-402
7040/IP-411
7045/IP-431
7050/IP-201
7050/IP-301
7050/IP-302
7055/IP-303
7055/IP-304
7060/IP-302
7060/IP-304
7065/IP-303
7065/IP-304
7075/IP-601
7085/IP-602
7130/IP-422
7130/IP-423
7135/IP-423
7145/IP-423
7150/IP-302
7150/IP-304
7155/IP-511
7165/IP-511
Force 50/IP-301
Force 50/IP-302
Force 60/IP-302
Force 60/IP-304
Force 65/IP-511
Force 75/IP-601
Force 85/IP-602
KL-3015

Konica Minolta

KM 1050
KM 350/250/200
KM 500/420
KM 7085/IP-602
KM 7145/IP-432
KM 7222/IP-424
KM 7228/IP-424
KM 7235/IP-424
KM 7255/IP-511A
KM 7272/IP-511A
KM 750/600
KM 920
KM C250
KM C351

KM C352/C300
KM C450
KM Di2010 PCL5e
KM Di2010f PCL5e
KM Di2510 PCL5e
KM Di2510f PCL5e
KM Di3010 PCL5e
KM Di3010f PCL5e
KM Di470 PCL5e
KM Di552 PCL5e
KM Pi7200E PCL5e
KM mc2450 PPD
KM mc5450 PPD
KM mc7450 PPD
Magicolor 2350
Magicolor 3300 PPD
Magicolor 7300 PPD
PagePro 9100 PPD

Minolta

Minolta Di2010 PCL5e
Minolta Di2010f PCL5e
Minolta Di2510 PCL5e
Minolta Di2510f PCL5e
Minolta Di3010 PCL5e
Minolta Di3010F PCL5e
Minolta Di3510 PCL5e
Minolta Di3510f PCL5e
Minolta Di470 PCL5e
Minolta Di552 PCL5e
Minolta Pi1802/1502e PCL5e
Minolta Pi3500
Minolta Pi3502 PCL5e (MS)
Minolta Pi5500 (MS)
Minolta Pi5501 PCL5e (MS)
Minolta Pi6200
Minolta Pi6500e PCL5e
Minolta Pi6500 Pro PCL5e (MS)
Minolta Pi7200e PCL5e
Minolta Pi7500Ver2 PCL5e (MS)
Minolta Pi8500Pro PCL5e
